



CITY OF HOUSTON

Administration and Regulatory Affairs Department
Strategic Purchasing Division

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August 4, 2011

SUBJECT: Letter of Clarification No. 1

REFERENCE: RFP No.: S10-T24010 for

MYSTERY SHOPPER SERVICES FOR THE HOUSTON AIRPORT SERVICES

TO: All Prospective Proposers:

This Letter of Clarification is issued for the following reasons:

- **The following questions and City of Houston responses are hereby incorporated and made a part of the Request for Proposal:**

A. Exhibit III – Fee Schedule, Pages 30-37, replace: With attached pages 30-37, marked "Revised Pages 30-37, Dated August 4, 2011."

1. Vendor Question: "Is parking personnel to be mystery shopped--the cashier?"

COH Answer: "Yes."

2. Vendor Question: "Is one "shop" to be conducted at each parking lot monthly?"

COH Answer: "Yes, it is anticipated that each parking facility under HAS control shall be shopped monthly."

3. Vendor Question: "Is a purchase required at all concession locations?"

COH Answer: "No, however it is anticipated that detail reports of each shop will be provided."

4. Vendor Question: "If a purchase at all locations is required, will there be exceptions made to purchases for such upscale stores like Brook Bros.?"

COH Answer: "Details regarding purchases and purchase amounts shall be determined on a case by case basis in conjunction with scheduled progress meetings."

Partnering to better serve Houston

Council Members: Brenda Stardig Jarvis Johnson Anne Clutterbuck Wanda Adams Mike Sullivan Al Hoang Oliver Pennington Edward Gonzalez James G. Rodriguez Stephen C. Costello Sue Lovell Melissa Noriega C.O. "Brad" Bradford Jolanda "Jo" Jones Controller: Ronald C. Green

5. Vendor Question: "Are duty-free stores included? If so, should shopper just attempt to gain access to the location?"

COH Answer: *"Yes. HAS duty-free stores are open to all travelers."*

6. Vendor Question: "Exhibit X (Pay or Play), Page 55, all of my employees working under this contract would work far less than 30 hours per week. (A) As such would they still be considered as 'covered'? (B) According to page 55, those employees working under 30 hours are not considered 'covered,' am I right? (C) If this is the case, how do we complete 'Exhibit X-Form 2' on page 57, and who is exempt and who is non-covered?"

COH Answer: *(A) "Pay or Play applies to employee's who are over age 18 and work at least 30 hours per week. (B) Exempt employees who have opt not to have health benefits. (C) Non-covered employees are employees who are not yet eligible for health benefits."*

7. Vendor Question: "Page 31 refers to a HOU grand total plus Recognition Program & HAS GRAND TOTAL--Are you going to publish a revised form since the recognition program is part of the whole contract & not just the HOU portion?"

COH Answer: *"Exhibit III - Fee Schedule pages 30-37 have been revised, marked "Revised Pages 30-37, Dated August 4, 2011."*

8. Vendor Question: "Will subcontractors or independent contractors who work less than 30 hours a week be considered as part of the Pay or Play section?"

COH Answer: *"For a subcontractor with a contract dollar amount over \$200,000, any of their employees who work less than 30 hours a week will be considered "exempt employees. However, the employee shall report weekly on the Pay or Play Form-5 (Form-5 provided to awarded Contractor)."*

9. Vendor Question: "Can we reproduce the Exhibit III forms in an Excel format?"

COH Answer: *"Exhibit III – Fee Schedule shall be submitted on price sheets provided by the City of Houston, AND uploaded to the required CD when submitting one's RFP requirements."*

10. Vendor Question: "I am certified in South Central Texas as an M/WBE. Is this certification adequate for the City of Houston or should we be seeking certification with the city directly?"

COH Answer: *"No, you must be certified through the City of Houston's certification office."*

When issued, Letter(s) of Clarification shall automatically become a part of the Proposal documents and shall supersede any previous specification(s) and/or provision(s) in conflict with the Letter(s) of Clarification. It is the responsibility of the Proposer to ensure that they have obtained any such previous Letter(s) associated with this solicitation. By submitting a Proposal on this project, Proposers shall be deemed to have received all Letter(s) of Clarification and to have incorporated them into this Proposal.

If you should have any questions or if further clarification is needed regarding this Proposal, please contact me at greg.hubbard@houstontx.gov, or at 832.393.8748.

Sincerely,

Greg Hubbard

Greg Hubbard
Senior Procurement Specialist
Houston, Texas 77002
Phone: 832.393.8748

QM

GH:DM:gh

cc. Dallas Evans, HAS; Phil Parker, HAS; Julia Boutte, HAS; File

EXHIBIT III – FEE SCHEDULE

SOLICITATION NO.: S10-T24010

For the prices quoted, Proposer shall furnish all necessary labor equipment, materials, supplies, personnel, services, and all activity necessary to perform the Work as specified in this Agreement. Price sheets by Agreement Years (1-5) must be completed in their entirety with no blanks and entered on the appropriate lines of the summary sheet(s).

All quantities listed are estimated quantities for budgetary purposes only. The actual quantities may be higher or lower than any estimates, and Proposer shall be paid only for actual Work performed, subject to prior HAS direction and approval.

YEARS (1-5) PRICE TOTAL SUMMARY

IAH

YEAR ONE RATES – PRICE TOTAL SUMMARY

1a. Total Basic Services \$ _____

YEAR TWO RATES – PRICE TOTAL SUMMARY

1b. Total Basic Services \$ _____

YEAR THREE RATES – PRICE TOTAL SUMMARY

1c. Total Basic Services \$ _____

YEAR FOUR RATES – PRICE TOTAL SUMMARY

1d. Total Basic Services \$ _____

YEAR FIVE RATES – PRICE TOTAL SUMMARY

1e. Total Basic Services \$ _____

1f. **IAH FIVE-YEAR GRAND TOTAL** \$ _____
(lines 1a thru 1e)

EXHIBIT III – FEE SCHEDULE
SOLICITATION NO.: S10-T24010

HOU

YEAR ONE RATES – PRICE TOTAL SUMMARY

2g. Total Basic Services \$ _____

YEAR TWO RATES – PRICE TOTAL SUMMARY

2h. Total Basic Services \$ _____

YEAR THREE RATES – PRICE TOTAL SUMMARY

2i. Total Basic Services \$ _____

YEAR FOUR RATES – PRICE TOTAL SUMMARY

2j. Total Basic Services \$ _____

YEAR FIVE RATES – PRICE TOTAL SUMMARY

2k. Total Basic Services \$ _____

2l **HOU FIVE-YEAR GRAND TOTAL** \$ _____
(lines 2g thru 2k)

EXHIBIT III – FEE SCHEDULE

SOLICITATION NO.: S10-T24010

IAH FIVE-YEAR GRAND TOTAL (line 1f) \$ _____

HOU FIVE-YEAR GRAND TOTAL (line 2l) \$ _____

Line 3m RECOGNITION PROGRAM TOTAL \$ _____
(IAH and HOU)

HOUSTON AIRPORT SYSTEM GRAND TOTAL \$ _____
(lines 1f + 2l + 3m)

**THE ABOVE RATES ARE “SUMMARY ROLL-UP PRICING” FROM ATTACHED PAGES
OF THE OFFICIAL BID FORM.**

EXHIBIT III – FEE SCHEDULE

SOLICITATION NO.: S10-T24010

BASIC SERVICES

(IAH)

YEAR ONE	A	B	C (A x B)
<u>Concession Description</u>	<u>Est. Annual Interviews</u>	<u>Unit Price Per Visit</u>	<u>Extended Cost Per Year</u>
News/Gift/Specialty (28)	336	\$_____	\$_____
Food & Beverage (42)	504	\$_____	\$_____
Duty Free (4)	48	\$_____	\$_____
Services (6)	72	\$_____	\$_____
Parking (5)	60	\$_____	\$_____
IAH Year One Total			\$_____

(HOU)

YEAR ONE

News/Gift/Specialty (7)	84	\$_____	\$_____
Food & Beverage (10)	120	\$_____	\$_____
Services (2)	24	\$_____	\$_____
Parking (1)	12	\$_____	\$_____
HOU Year One Total			\$_____

Enter the above Basic Services Total Cost on the Official Bid Form – Bid Total Summary on price lines 1a and 2g.

EXHIBIT III – FEE SCHEDULE

SOLICITATION NO.: S10-T24010

BASIC SERVICES

(IAH)

YEAR TWO	A	B	C (A x B)
<u>Concession Description</u>	<u>Est. Annual Interviews</u>	<u>Unit Price Per Visit</u>	<u>Extended Cost Per Year</u>
News/Gift/Specialty (28)	336	\$_____	\$_____
Food & Beverage (42)	504	\$_____	\$_____
Duty Free (4)	48	\$_____	\$_____
Services (6)	72	\$_____	\$_____
Parking (5)	60	\$_____	\$_____
IAH Year Two Total			\$_____

(HOU)

YEAR TWO			
News/Gift/Specialty (7)	84	\$_____	\$_____
Food & Beverage (10)	120	\$_____	\$_____
Services (2)	24	\$_____	\$_____
Parking (1)	12	\$_____	\$_____
HOU Year Two Total			\$_____

Enter the above Basic Services Total Cost on the Official Bid Form – Bid Total Summary on price lines 1b and 2h.

EXHIBIT III – FEE SCHEDULE

SOLICITATION NO.: S10-T24010

BASIC SERVICES

(IAH)

YEAR THREE	A	B	C (A x B)
<u>Concession Description</u>	<u>Est. Annual Interviews</u>	<u>Unit Price Per Visit</u>	<u>Extended Cost Per Year</u>
News/Gift/Specialty (28)	336	\$_____	\$_____
Food & Beverage (42)	504	\$_____	\$_____
Duty Free (4)	48	\$_____	\$_____
Services (6)	72	\$_____	\$_____
Parking (5)	60	\$_____	\$_____
IAH Year Three Total			\$_____

(HOU)

YEAR THREE

News/Gift/Specialty (7)	84	\$_____	\$_____
Food & Beverage (10)	120	\$_____	\$_____
Services (2)	24	\$_____	\$_____
Parking (1)	12	\$_____	\$_____
HOU Year Three Total			\$_____

Enter the above Basic Services Total Cost on the Official Bid Form – Bid Total Summary on price lines 1c and 2i.

EXHIBIT III – FEE SCHEDULE

SOLICITATION NO.: S10-T24010

BASIC SERVICES

(IAH)

YEAR FOUR	A	B	C (A x B)
<u>Concession Description</u>	<u>Est. Annual Interviews</u>	<u>Unit Price Per Visit</u>	<u>Extended Cost Per Year</u>
News/Gift/Specialty (28)	336	\$_____	\$_____
Food & Beverage (42)	504	\$_____	\$_____
Duty Free (4)	48	\$_____	\$_____
Services (6)	72	\$_____	\$_____
Parking (5)	60	\$_____	\$_____
IAH Year Four Total			\$_____

(HOU)

YEAR FOUR

News/Gift/Specialty (7)	84	\$_____	\$_____
Food & Beverage (10)	120	\$_____	\$_____
Services (2)	24	\$_____	\$_____
Parking (1)	12	\$_____	\$_____
HOU Year Four Total			\$_____

Enter the above Basic Services Total Cost on the Official Bid Form – Bid Total Summary on price lines 1d and 2j.

EXHIBIT III – FEE SCHEDULE

SOLICITATION NO.: S10-T24010

BASIC SERVICES

(IAH)

YEAR FIVE	A	B	C (A x B)
<u>Concession Description</u>	<u>Est. Annual Interviews</u>	<u>Unit Price Per Visit</u>	<u>Extended Cost Per Year</u>
News/Gift/Specialty (28)	336	\$_____	\$_____
Food & Beverage (42)	504	\$_____	\$_____
Duty Free (4)	48	\$_____	\$_____
Services (6)	72	\$_____	\$_____
Parking (5)	60	\$_____	\$_____
IAH Year Five Total			\$_____

(HOU)

YEAR FIVE

News/Gift/Specialty (7)	84	\$_____	\$_____
Food & Beverage (10)	120	\$_____	\$_____
Services (2)	24	\$_____	\$_____
Parking (1)	12	\$_____	\$_____
HOU Year Five Total			\$_____

Enter the above Basic Services Total Cost on the Official Bid Form – Bid Total Summary on price lines 1e and 2k.

EXHIBIT III – FEE SCHEDULE

SOLICITATION NO.: S10-T24010

RECOGNITION PROGRAM (IAH and HOU)

The Contractor shall develop a comprehensive rewards program that is realistic, motivating, and current. Recognition should be issued quarterly based on the previous quarter's evaluations.

The proposed cost of the rewards component shall be:

	Price for Recognition Program
Agreement Year One	\$
Agreement Year Two	\$
Agreement Year Three	\$
Agreement Year Four	\$
Agreement Year Five	\$
Five-Year Total	\$

Enter the above Recognition Program Total Cost on the Official Bid Form – Bid Total Summary on line 3m.